



# CALIFORNIA DEPARTMENT OF VETERANS AFFAIRS



**mission**  
To serve California's veterans and their families.

**vision**  
California veterans will live the highest quality of life with dignity and honor.

**goals**  
Housing for Veterans, Farm and Home Loan Division – Provide outstanding customer service and wise financial planning that results in a profit each fiscal year and will achieve a AAA rating for the Division's General Obligation bonds from two of the rating agencies by 2014 and improve the current rating by at least one level by 2011.

Long Term Care for Veterans, Veterans Homes Division – Achieve a CMS Five-Star quality rating by 2014 for all the Division's Veterans Homes, and improve current rating by at least one level by 2011.

Services for Veterans, Veteran Services Division – Provide high quality advocacy and services for all California Veterans and to increase the percentage of veterans in California who receive USDVA compensation and pension benefits to at least the national average by 2014.

## core values

Respect for All

Commitment to Excellence

Absolute Integrity

A "Can Do" Spirit

Outstanding Service

*Honoring California's Veterans*